

# California LifeLine Working Group Conference Call Notes

## January 14, 2016

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Agenda Item	Discussion	Action Items/ Pending Issues
December 24, 2015 Assigned Commissioner, Catherine J.K. Sandoval Scoping Memo and Ruling	The group mainly discussed the scoping memo part instead of implementation of the new interim rules, particularly, the schedule of events and of due dates for comments, Staff's ability to support the proceeding without impacting carriers' reimbursement, potential meaning of topics for which the Assigned Commissioner is requesting comments from parties, and potential workshop topics.	Staff will provide information about the upcoming workshops when available.
Error Code(s) for Addresses Associated with Ensuring Potential Enhanced Lifeline Participants Are Within Federally Recognized Tribal Lands	Staff indicated it did not receive any other feedback regarding these error codes or the appropriate maps to use for identifying federally recognized Tribal lands. We will move forward with development and implementation.	XEROX will develop and implement the error codes.
Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practices	Yvonne Wooster asked if Staff had any concerns about marketing and/or selling practices. Staff indicated its concern about the accuracy of the information provided to consumers about the California LifeLine Program's renewal process. Staff is interested in developing a plan to ensure consumers receive accurate information.	N/A

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XEROX Update	<p>USAC joined the Carrier Call to discuss the Form 555 filing by service providers. CPUC completed its follow-up conversation with USAC about the Form 555.</p> <p>IVR Renewal launched on Tuesday, January 12, 2016.</p> <p>Revised outbound calls to renewing participants launched on January 13, 2016.</p> <p>XEROX sends about 1,500 renewal text messages per day.</p> <p>XEROX indicated it can dedicated some resources to developing the on-demand true-up report now that it has completed the IVR Renewal project.</p>	<p>XEROX will send data for Blocks C, D, K, and L for Form 555 on January 21, 2016.</p> <p>XEROX will send a test number for service providers to learn and experience renewal by IVR.</p>
XEROX Direct Application Process Update	Platform is working fine.	N/A

## Completed Promised Deliverables

- XEROX sent the Form 555 data to service providers on January 21, 2016
- XEROX sent the test number for the IVR Renewal to service providers on January 18, 2016